

**STATE OF COLORADO**  
**COLORADO WORKFORCE DEVELOPMENT COUNCIL**

***Title: CONTINUOUS IMPROVEMENT MANAGEMENT SYSTEM (CIMS)***

To meet the challenges of Colorado's competitive and changing economy the state's workforce investment system must be prepared to respond to the business and worker communities. Additionally, in order to compete in the international marketplace Colorado's workforce investment system must continually improve its performance. The State Workforce Development Council (WDC) has been developed to oversee Colorado's workforce investment system and will implement this Continuous Improvement Management System (CIMS) to promote performance excellence in workforce development. The goal of the CIMS implementation is to provide incentives to Workforce Investment Boards (WIB) s and Workforce Centers to continually improve their operations and to raise the profile of Colorado's One Stop Centers. This CIMS will encourage local WIBs to improve customer participation and support performance excellence in their respective regions. All CIMS processes begin with the question "What can be done better in workforce development?"

Through the CIMS the state of Colorado will recognize and reward WIBs in the following three categories.

**I. Partnership**

- A. Business Recognition
- B. Agency Recognition

**II. Performance Incentive (PIA)**

- A. Performance Standards Award and
- B. Performance Excellence Award

**III. Innovation In Leadership and Service Delivery (ILSD)**

Following is a brief description of each of the award categories. The focus of this CIMS is on results, not procedures, tools, or organizational structure. Local WIBs are encouraged to develop and demonstrate creative, adaptive and flexible approaches to meeting the basic performance requirements and to continuously improve their workforce investment area activities. Recognition for meeting award criteria will be announced at an annual dinner and celebration hosted by the Workforce Development Council. A full description of the criteria for meeting award requirements is outlined in the attached Addendums.

A brief overview of each award is as follows:

**I. Partnership Awards**

The WDC recognizes the importance of local coordination of workforce development efforts between the WIB, the Workforce Center, local businesses and service agencies. These recognition awards are available to all Colorado Workforce Regions. The Partnership Awards are intended to recognize and promote business and agency relationships that have made a significant contribution to workforce development. These awards are also intended to raise awareness of the workforce development system in the local workforce investment area. Colorado Workforce Regions will submit a nomination to recognize a business and/or an agency partnership that has had a positive impact on workforce development in their area.

**II. Performance Incentive Awards (PIA)**

Performance Incentive Awards are available to the Colorado's nine Federal Workforce Regions that have met their performance goals as negotiated with the Colorado Department of Labor and Employment (CDLE). The two PIA categories are Performance Standard and Performance Excellence.

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- A.** Performance Standards Award and
- B.** Performance Excellence.

**A. Performance Standard Award**

Colorado's nine Federal Workforce Regions, collectively, produce results that allow the State to meet their WIA performance requirement with the Department of Labor. When Colorado meets their state performance requirements everyone benefits. In order to reward Workforce Regions for their contribution to the State's performance the Performance Standard Award will be distributed equally among the Workforce Regions.

**B. Performance Excellence**

This award is available to Colorado's nine Federal Workforce Regions. These award dollars will be distributed among those workforce regions who exceed the performance goals they negotiated with the Colorado Department of Labor and Employment allowing the state to meet their overall performance.

**III. Innovation in Leadership and Service Delivery (ILSD)**

The Innovation in Leadership and Service Delivery Award for Performance Excellence is intended to promote creative, adaptive and flexible approaches to meeting the performance requirements of WIA as well as to establish continuous improvement as a standard mode of operation.

This award is available to all of Colorado's Workforce Regions committed to improving practices, capabilities and results and the overall performance of both the Workforce Center and the workforce development system as a whole are invited to submit for an ILSD Award.

### **ILSD Performance Excellence Award**

The **ILSD Performance Excellence Award** is intended to encourage all Workforce Regions to engage in continuous improvement efforts and to build a local system of excellence. Local systems of excellence will promote the goals for statewide workforce development, support local and statewide economic development and prosperity for Colorado. The Workforce Development Council will partner with Colorado Performance Excellence (CPEX) in this effort. CPEX has a tiered process of criteria promoting organizational performance excellence. Additionally, CPEX provides independent examiners to evaluate organization performance.